

Abstract

Background and Aim: Professionalization is one of the most essential concepts in nursing resulting from the interaction between individual, workplace and interpersonal communication. On the other hand, the quality of the interaction and trust between a nurse and her supervisor influences nurse behavior and performance. This study aimed to determine the interaction and trust status of nurses- managers and their relationship with nurses' performance behavior in Ardabil medical- educational centers.

Methods: This was a descriptive- correlational study with 407 participants of employed nurses in Ardabil's medical- educational centers. The sampling method was stratified random. Leiden & Maslin's Leader and Employees' Interaction Questionnaire, the trust of supervisor McAlester, and Paterson's Job Performance were used for data collection. Data were analyzed by SPSS v. 22 using descriptive statistics (mean, standard deviation, frequency) and inferential statistics (Chi-square test, Logistic regression).

Results: The results showed that most nurses had a positive interaction with head nurses (82.1%) and supervisors (59.2%). Nurses' trust in head nurses (80.3%) and supervisor (61.9%) was also high. Also, most of the nurses (92.6%) reported high-performance behaviors. There was no significant correlation between nurse-head nurse interaction and trust and performance behavior of nurses ($P < 0.05$), while nurse- supervisor interaction and trust and performance behavior of nurses were significant respectively ($P = 0.028$) ($P = 0.037$).

Conclusion: The results of this study showed a significant relationship between nurse-supervisor interaction and nurses' trust and nurses' performance behavior. Therefore it is recommended to improve the interaction and trust between the treatment team, especially among nurses and supervisors, are considered as one of the factors influencing the nurses' behavioral performance.

Keywords: Nurse, Managers, Engagement, Trust, Performance Behavior